



Media Contact:

Javier C. Camacho
Public Relations Specialist
El Paso Electric Company
C: 915.487.4753
javier.camacho@epelectric.com

PRESS RELEASE: June 9, 2021

El Paso Electric Reopens Customer Care Payment Centers, Provides Additional In-Person Assistance Resources

EL PASO, Texas – After 15 months of being closed due to the pandemic, El Paso Electric (EPE) reopens all Customer Care Payment Centers throughout its service territory allowing for in-person assistance including bill payment options. EPE Customer Care Payment Centers will also be hosting ‘navigators,’ team members who will be present the first week of each month to help customers apply for financial assistance.

“We are excited to reopen our Customer Care Payment Centers because we know how important it is to our customers to have all options available while providing them with a valuable service of connecting customers to the assistance services that may be needed,” shares EPE President and CEO Kelly A. Tomblin. “Customers should not wait to ask for assistance as funds are extremely limited. It is extremely important to call us today.”

Customers will have the option to work with a navigator to connect with additional financial assistance at locations noted below beginning today. All EPE Customer Care Payment Centers include:

TEXAS LOCATIONS

<p>Downtown El Paso – Assistance Navigator available first week of the month Stanton Tower 100 North Stanton Street El Paso, Texas 79901</p>	<p>Fabens – Assistance Navigator coming soon 200 East Main Street Fabens, Texas 79838 *Includes drive-through option</p>
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NEW MEXICO LOCATIONS

<p>Downtown Las Cruces - Assistance Navigator available 201 North Water Street Las Cruces, New Mexico 88001 *Include drive-through option</p>	<p>Anthony 400 Anthony Drive Anthony, New Mexico 88021 *Includes drive-through option</p>
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EPE will also have navigators operate out of the Hatch, New Mexico office in the near future.

To contact EPE, customers can visit epelectric.com and chat with a Customer Care Team Member, call 1-800-592-1634 or email EPE at CustomerCare@epelectric.com.

About El Paso Electric

El Paso Electric is a regional electric utility providing generation, transmission, and distribution service to approximately 443,240 retail and wholesale customers in a 10,000-square mile area of the Rio Grande valley in west Texas and southern New Mexico.

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